

CVS Frequently Asked Questions (FAQ's)

Index

[CVS Helpdesk](#)

[CVS Application Submissions](#)

[TA Issues](#)

[CAC Pin Reset](#)

CVS Helpdesk

Issue: How do TASM's and TA's contact the CVS Help Desk?

Response: Email: cvs@ctirms.com

Phone: (888) 264-4255

Website: <http://govsupportcenter.com/>

(904) 722-6597, DSN 942-6597

Issue: Can a TASM be a TA?

Response: Yes

Issue: Can the CVS database be queried for contractors by UIC?

Response: Not at this time.

CVS Application Submissions

Issue: A contractor completed and saved the online DD 1172-2 application, however he did not submit it. The TA was receiving an error message "*the DOD CAC cannot be approved, contact DMDC*".

Response: The application is in 'Returned' status. The contractor needs to log into CVS and 'Submit' the application to the TA. This action will put the application into a 'Submit' status and the TA can then approve it. The contractor must check for approval from the TA and if not received in a timely manner call the TA. *Additionally, the contractor must ensure the application is submitted not just saved.*

Issue: A contractor does not have a Civilian or Military Pay Grade. What information should a contractor put in block 6?

Response: The directions that accompany the DD Form 1172-2 directs contractors to put N/A in block 6.

Issue: Can an active duty service member receive a CAC as a contractor while in an active duty status?

Response: Not at this time.

Issue: How long are CACs issued for?

Response: When there is a contract with option years, the CAC can be issued for the life of the contract not to exceed three years. So if a contractor is on a 5 year contract a CAC can be issued for 3 years.

Issue: Can a contractor modify their application after it has been submitted?

Response: Yes, the contractor should notify the TA to return the application to them for correction. This may be done at any time until the TA approves the application.

Issue: Block 24, Sponsor Information for the vendor; is that referring to vendor or command information?

Response: Enter the name of the organization the contract employee works for or is assigned to for contract purposes.

Issue: How can an incorrect SSN that was entered into CVS get corrected?

Response: Once the TA has submitted the application the incorrect information creates an entry in DEERS for the contractor. At this point, the DSC must become involved to correct the SSN. This is known as the smoosh process. The TA must obtain a copy of the contractor's SSN card and transmit this to DMDC-W along with a request to smoosh the records. The incorrect SSN must be included in this request. This process can take up to 1 week to correct. The copy of the SSN card should be contained in a signed encrypted e-mail.

Issue: What should be done when the last name of the contractor in an approved CVS submission does not match the last name in DEERS?

Response: With discrepancies of this nature the ID facility can call DSO, fax the appropriate documentation to us and we will fix it so that a CAC card will be issued. Faxes received from the ID card issuing facilities are usually corrected in DEERS within 24-28 hours, depending on the volume received.

Issue: Does a Contractor have to bring their completed DD-Form 1172-2 with them to get a CAC or do they complete the form at the site prior to being issued the CAC?

Response: CVS was developed to eliminate the paper DD 1172-2 and automate the process. If this is a local policy the installation needs to resolve that with DMDC ACO (RAPDIS Operations)?

Issue: Are contractors with Geneva Convention Cards entered into CVS?

Response: Yes, there is no where to specify Geneva Convention in CVS, however, they will need to take the appropriate documentation with them to the DEERS/RAPIDS operator. This is how the RAPIDS operator knows to issue this type of card. Contact the RAPIDS operator for appropriate documentation to take with you to your appointment.

Issue: What does a contractor put in the field for middle name if he or she does not have a middle name?

Response: When a contractor is completing the online application and does not have a middle name the field is left blank. **Do not put "NMN" in the field.**

Issue: On the CVS application where does the contractor put Sr., Jr. III, etc?

Response: In the section labeled "Cadency Name".

TA Issues

Issue: The appointment of Trusted Agents (TA's) in dispersed organizations that have subordinate organizations located in Navy Regions different from the parent organization.

Response: TA's will be appointed by TASM's in the Navy Region that the subordinate organization is located in, not by a TASM from the location of the parent organization.

Issue: A TA attempted to log into CVS correctly, but was kicked back to the CVS TA login screen.

Response: The problem was isolated to the user's desktop. Security settings were set to medium in Internet Explorer at the local level. CVS software now performs as designed.

Issue: What is the time requirement for TA to initiate application for CAC?

Response: This is set by local policy.

Issue: How does a TA obtain their login ID?

Response: A New TA will receive their login ID via US Mail to their primary TASM. After 24 hrs from

the time they have been entered into the system, their TASM has access to this information using the Security Online Application.

Issue: How does a TA terminate a contractor if they were not the TA that entered them into the CVS system?

Response: The TA must request the TASM to reassign the contractor to them. Once the reassignment is completed the TA may terminate the contractor. However, when the contractor is terminated the CAC should be collected and returned to the RAPIDS site where the Verifying Official should terminate the CAC in DEERS. Once terminated by the Verifying Official, this information will sweep to DEERS at 1500 hrs PST and post to CVS.

Issue: Can a TA approve an application if the address submitted does not match what is currently in DEERS?

Response: Yes, RAPDIS has a procedure for updating the address of an individual.

Issue: I am a new TA, how can I view contractor applications in CVS that my predecessor started?

Response: Ask the TASM to move all contractors under the previous TA to the New TA.

Issue: Can a TA update Contractor information using CVS if the expiration on the card is still valid?

Response: No, updating of information can only be accomplished at a DEERS RAPIDS site.

[CAC Pin Reset and Password Reset](#)

Issue: Can CAC Pin-resets be done through CVS?

Response: No, this can ONLY be done at the RAPIDS site.

Issue: A contractor needs to have their password reset.

Response: The contractor's User ID and Password is not stored in the DEERS audit model. The solution is to have the contractor contact their TA and request the TA perform a reset on their password.

Issue: Can a CAC be issued prior to start date of contract?

Response: Yes, CACs can be issued on “award date” of contract, do not have to wait until “start date”.